

# Sunshine Catering

Delicious Caribbean Food & Entertainment

## Terms and Conditions

### General

#### 1. Accepting these Terms and Conditions

Before placing your order, please read carefully these Terms and Conditions and other policies we may notify you of. Acceptance of service, verbal or otherwise includes the following terms and conditions of contract. These shall be deemed legally binding between both parties and should be noted and adhered to all times. Sunshine Catering reserves the right to cancel any contract for failure to adhere to the enclosed.

You should print or download copies for your future reference. Together they constitute the entire agreement between us. You accept and agree to be bound by these Terms and Conditions and the other terms and conditions referred to above when:

In the case of telephone orders, you confirm to a member of our Customer Services team that you agree to be bound by them.

Nothing in these Terms and Conditions impinges on your statutory rights either as a consumer or otherwise.

### Privacy and Communications

When you place orders, we collect certain personal and transactional information (e.g. name, address, email address, credit/debit card details). For your information we will not pass on any personal details to a third party without your permission in writing and at no time will any sensitive information (credit or debit cards) be made available to other parties. To fulfil our obligations to you under these Terms and Conditions we communicate with you by e-mail whereby you agree to receive communications from us electronically in this way and that electronic communications will satisfy any legal requirement for communications be in writing.

### Tasting

Tastings can be provided for weddings or functions for a max of 4 people and will incur an admin fee of £30.00. This is fully refundable when you proceed with Sunshine Catering and will be deducted from the final total of your bill. Payments for tastings may be made with credit or debit card over the telephone prior or with cash on the day of the tasting. If you choose to book your wedding on the day of the tasting with payment, there will be a 5% discount offered on the contract cost

### Provisional Booking

Sunshine Catering shall hold a provisional booking for a maximum of 7 days after a tasting or verbal instruction until The Company receives confirmation of the booking with the relevant deposit. Thereafter the company reserves the right to cancel the provisional booking and offer the date to another client.

### Deposits

Sunshine Catering requires the client to pay a deposit on confirmation of a booking. The deposit payments are calculated as 20% of the total contract costs.

### Payments

Payments may be made to Sunshine Catering by Cash, Cheque or Credit / Debit Card payments. Credit card payment will be subject to a 1.75% transaction charge. There is no charge for debit card payments. Any outstanding payments must be made 28 days prior to the actual date of your event or in full if sooner by card payment.

Payments not received by the due dates against any reminders may result in the all payments to date forfeited and the contract cancelled of which Sunshine Catering will not be responsible. All payments are inclusive of VAT unless otherwise stated.

### Cancellations by Sunshine Catering

Sunshine Catering may cancel its contract with the Client if it is being hindered by performing its obligations under contract due to Force Majeure or any activity that hinders our obligation under contract.

In the event of such Sunshine Catering will refund all monies paid by the Client without charge. Sunshine Catering will not be responsible for any costs incurred by the Client

### Cancellations by the Client

Should the Client wishes to cancel the contract, Sunshine Catering must be in receipt of written confirmation no later than 12 weeks prior to the event. Any contract cancelled after that period will result in a cancellation fee which may equates to the total costs of any monies paid to date. In the event of a medical or similar emergency which is beyond the control of the Client, all monies may be returned less any expense occurred prior to notice and providing the cancellation is support by relevant documentation. In any event functions may be rescheduled

# Sunshine Catering

Delicious Caribbean Food & Entertainment

at the discretion and availability of Sunshine Catering

## Services of External Contractors

Sunshine Catering accepts no responsibility for breach of contract by either agents or associated artists contracted to providing additional services. In the unlikely event of an artist(s) not able to provide services in full, all monies paid for such services to Sunshine Catering will be refunded if a suitable replacement is not found in time. Please note this does not include instances where performers are late due to unforeseen matters such as traffic congestions, force de nature and / or accidents.

## Client liability

Sunshine Catering reserves the right to charge the organiser, company or individual for any damages to equipment or premises provided on the day and / or night caused by unreasonable behaviour.

## Hire Equipment

Sunshine Catering can source and supply any additional equipment required for your event outside of the standard catering equipment required. All catering hire equipment becomes the responsibility of the client once it is delivered to the venue until it is collected, checked and confirmed okay. There will be a standard breakage deposit of £55.00 payable at the time of the booking for the damage or loss of any equipment which will be deducted from the above and the balance returned. This does not include electrical and / or musical equipment or props where the client will be personally using these items.

## Personal food additions

We regret that food items provided by clients will not allowed to be placed with existing food items provided by Sunshine Catering due to the safe handling of food in accordance with the Chartered Institute of Environment Health (C.I.E.H). All catering will be exclusively provided by us. Once we have removed all our products and equipment, clients may provide their own service as required. Clients may however provide an evening buffet for weddings. Sunshine Catering is however happy to work with existing caterers providing a copy of their insurance is forwarded to us prior and a disclaimer signed by the external company and the client releasing Sunshine Catering of any liability.

## Alteration to Numbers

Any alteration to numbers should be forwarded to us as soon as possible. Please note amendments to final numbers must be confirmed 21 days prior to the date of the event. If numbers fall below the original agreed and quoted price of more than 20%, a new quotation will be required to reflect these changes

## Uniformed Professional, Bar, Waiting staff:

Our staffs are professional and service trained. Our staff are charged @ £9.50 per hour for a minimum of 5 hours during the week and £12.00 on weekends with the exception of Flared bar staff.

## Professional Chefs:

Our chefs are fully trained and professional skilful and experienced.

Chef are charged @ £13.95 per hour for a minimum of 5 hours and £15.00 for weekend functions..

## Kitchen Porters:

Porters are charged @ £8.95 per hour for a minimum of 5 hours.

I, the undersigned hereby agree to adhere to the afore mentioned terms and conditions

PRINT NAME.....

SIGN.....

DATE.....